

QUICK REFERENCE GUIDE TO VOICE MAIL

Welcome, first, enroll in the system and personalize your voice mailbox.

1. Press the “MESSAGES” key or Dial the Voice Mail Access Code: **3700**.
(If prompted, **PASSCODE = 12345** for first logon.)
2. The Tutorial will assist you in setting up your mailbox.
3. You will setup your password, recorded name and personal greeting.

Example Greeting: “Hello,, you have reached Dan Bosch at NEC Business Network Solutions. I am either on another call or away from my desk at this time. Please leave a detailed message and I will return your call as soon as possible. Thank You and Have a Good Day.”

*****PRESS 1 FOR YES AND 2 FOR NO*****

ACCESSING VOICEMAIL (LOGGING ON):

1. DIAL THE VOICEMAIL PILOT: **3700**; or press the **MESSAGES** button
2. If prompted, enter your **PERSONAL ID (= YOUR EXTENSION)**.
3. Enter your **PASSWORD (= 12345 for first logon.)**

REMOTE RETRIEVAL:

1. Dial **(520) 770-3700** and wait for voicemail to answer.
2. During the greeting, PRESS * + your **PERSONAL ID (= YOUR EXTENSION)**.
3. Enter your **PASSWORD**.

MAIN MENU:

Press:

- 1 Check new messages
- 2 Send a message
- 3 Review old messages
- 4 Set up options

Press 1 - Check New Messages

Press 3 – Check Old (Saved) Messages

While you are listening to a new or old message you can:

Press:

- 1 Repeat Message
- 2 Save Message
- 3 Delete
- 5 Change the volume
- 7 Rewind the message (4 sec.)
- 8 Pause / Resume
- 9 Fast Forward (4 sec.)
- # Skip to end of message

*After you have listened to New or Old Messages

Press:

- 1 Replay the message
- 2 Save the message
- 3 Delete the message
- 4 Reply (if sent from a co-worker)
- 5 Forward the message
- 6 Mark as New
- 7 Rewind
- 9 Review Properties (time/date/sender)

QUICK REFERENCE GUIDE TO VOICE MAIL

Press 2 - Send a Message (Same options apply while FORWARDING a message)

1. System will prompt you to either “**ENTER AN EXTENSION**”, or “**SPELL THE NAME.**”
2. Press **##** TO **SWITCH USER ENTRY MODE** if you wish.
3. Enter extension or name.
4. System will prompt you if you want to leave a message for another user.
5. Press **#** to record message
6. After recording your message, you can do the following:
Press:
 - #** Send message immediate
 - 1** Message options:
 - 1** - Change addressing (Add, list, remove names)
 - 2** - Change recording (Play, Save, Re-record, Add to)
 - 3** - Special delivery (Urgent, Receipt, Private, Future)
 - 4** - Review message
 - *** Cancel
 - #** Send message

Press 4 - Set up Options

To set up your mailbox with your greetings, change security code, and personalize your mailbox

- Press:
- 1** **Greetings and call transfer**
 - 1** Change greeting
 - 2** Change call transfer
(Calls from Voicemail directory either ring your extension or go directly to your greeting.)
 - 2** **Message Setting**
 - 1** Change Message notify
 - 2**
 - 3** Change Message Play (Full or brief Menus)
 - 4** Edit private lists (01-20)
 - 3** **Personal options**
 - 1** Change password
 - 2** Change recorded name

- To skip someone's greeting while leaving a message, PRESS **#**

TRANSFERRING DIRECTLY TO SOMEONE ELSE'S VOICEMAIL:

1. Press the **TRNSFER** soft key.
2. Press **Messages** button.
3. **#, EXTENSION, #.**
4. **TRNSFER.**

If you have any questions or problems, please call the Help Desk at x3840.